

UNITED STATES DEPARTMENT OF THE INTERIOR

Bureau of Land Management
Office of Fire and Aviation
3833 S. Development Ave.
Boise, Idaho 83705-5354

August 22, 2003

In Reply Refer To:
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EMS Transmission 08/22/03
Director's Office Instruction Memorandum No. 2003-008
Expires: 09/30/2004

To: All OF&A Employees

From: Director, Office of Fire and Aviation

Subject: Reduction of Charge Card Delinquency DD: 09/30/2003

Program Area: Government Issued Charge Cards

Purpose: The purpose of this Instruction Memorandum (IM) is to direct your immediate attention to reducing our charge card delinquency rate at NIFC. Our goal is for the Bureau of Land Management (BLM) to reach a near-zero charge card delinquency rate.

Policy/Action: To ensure that the Bureau of Land Management (BLM) becomes one of the high performing bureaus in this management area, all employees and supervisors must meet their responsibilities for managing charge card use. To reach this goal, I am directing that the following policies be implemented:

1. Supervisors must complete a monthly review of charge card activity for all employees they supervise.

- All employees who have a charge card balance that is 30 to 60 days past due must be counseled by their immediate supervisor about the necessity of paying this bill and avoiding future delinquencies.
- Any employee whose past due balance, in whole or in part, exceeds 60 days must provide a written explanation of why he/she has not paid the account in a timely manner and what actions are being taken to pay off the past-due account balance. The explanation from the employee must be forwarded to the lead Agency/Organization Program Coordinator (A/OPC), Mike Ard, who will maintain the explanation with the monthly delinquency report.
- Supervisors must work with their human resources representative to pursue disciplinary action for employees who have a charge card balance, in whole or in part, that is 90 days or more past due.

- Supervisors must be held responsible for ensuring that charge card delinquencies are addressed with individual employees and will be held accountable through their individual Employee Performance Plan and Results Report.
2. The Director, Office of Fire and Aviation, must approve any travel voucher submitted if the travel period ended more than 30 days before submitting the voucher. The voucher must include a statement from the employee explaining why the voucher was not submitted on time.
 3. Any actions taken, including counseling, must be documented so that supervisors can demonstrate that appropriate action was taken.

Timeframe: By September 30, 2003, we will be expected to be within the DOI acceptable target delinquency rate. If lower delinquency rates are not achieved by September 30, 2003, I will be required to justify reasons for not addressing individual delinquencies and more stringent measures will be pursued.

Budget Impact: Minimal.

Background: Charge card delinquency rates are monitored on a monthly basis. Eleven out of the past twelve months, the BLM has failed to meet the DOI acceptable target. All employees and supervisors are expected to understand and meet their responsibilities for managing charge cards. The BLM Manual Section 1512, Charge Cards and Convenience Checks for Travel, Purchase, Fleet, and Uniforms, contains extensive guidance regarding employees' responsibilities for timely payment of charge card bills. This Manual Section also clearly outlines supervisory responsibilities for monitoring charge card activity for each employee supervised, including dealing with charge card delinquency issues.

Manual/Handbook Sections Affected: None.

Contact: Questions may be referred to Gary Bowers at 387-5065.

Signed by:
Thomas Frey
Acting Director
Office of Fire and Aviation

Authenticated by:
Pat Lewis
Supervisory Mgmt. Asst.
Office Services

Distribution

Acting Fire Program Advisor, FA-101, WO
OF&A Management Team
Cyndie Hogg